**Monthly patient feedback March 2024**

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| Report Title | Markfield Medical Centre  Patient feedback |
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| Date | 25.04.2024 |

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| **Purpose of paper** | | |
| For information in March 2024 feedback from patients | | |
| Brief overview of report | | |
| **Friends & Family responses**  236 responses online  **193 responded – Very Good.**  26 responded – Good.  8 responded – Poor.  2 responded – Very poor.  0 responded – Don’t know.  7 responded – Neither good nor poor.  All comments are available to read at <https://www.markfieldmedicalcentre.org.uk/friends-and-family-test-results/>  **NHS Website Reviews**  No reviews in March, comments are available to read at <https://www.nhs.uk/services/gp-surgery/markfield-medical-centre/C82028/ratings-and-reviews>  **Other patient feedback verbal or written.**  27/03/24 – Patient complimenting Dr T – Said they was feeling on top of the world after their steroid injection and that Dr T is a wonderful guy.  25/03/24 – Patient complimenting Dr Wong – Grateful for how thorough and informative Sze was during their appointment. Made them feel very at ease and thought she was very professional.  21/03/24 – Patient complimenting Dr Vijay – Explaining that he though Vijay was very efficient when doing tests and arranging the referral for their problems and contacted them for updates.  21/03/24 – Patient complimenting Kate – Says that Kate is a brilliant HCA, so professional and efficient yet so caring. Always puts them at easy.  15/03/24 – Patient complimenting reception staff – Stated that reception staff are always polite and helping with any queries they have.  13/03/24 – Patient complimenting Corinne – Saying how brilliant she is and how she made them feel at ease and thoroughly checking the patient.  **Examples of negative feedback, what could have been done better, complaints, or significant events.**  28/03/2024 – Significant event – Prescribed Amoxicillin for sinusitis for a patient allergic to penicillin. Patient rang back to inform us, and an alternative antibiotic was prescribed. Documented allergies will be more thoroughly checked in future.  15/03/2024 – Significant event – Finger caught on needle post blood test during a home-visit due to lack of Sharps bin at the time. The wound was cleaned appropriately, and accident was recorded. Correct equipment will be taken in future.  12/03/2024 – Friends & Family – Patient had come in for a doctor’s appointment and was upset that they felt the doctor was too direct and impatient and wishes the doctor was a little bit more sympathetic. | | |
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